



[ILHEM BEN AMMAR]

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I am graduated in Journalism and Communication Science, and I am fluent in three languages Arabic, French and English.

EXPERIENCE

[01/05/2023] – [26/03/2024]

[BILINGUAL CUSTOMER SERVICE REPRESENTATIVE], [BOOKING.COM]

- UNDERSTANDING CUSTOMER NEEDS AND MEETING THEM THROUGH COMPREHENSION, PROBLEM-SOLVING, AND FOLLOW-THROUGH.
- MONITORING CALL AND EMAIL HISTORIES TO ENSURE THAT ALL CUSTOMERS ARE ASSISTED BASED ON THEIR LANGUAGE PREFERENCES.
- COORDINATE WITH DIFFERENT DEPARTMENTS TO PROCESS EXCHANGES AND REFUNDS IN WAYS CONGRUENT WITH OUR POLICIES.
- COMMUNICATE EFFECTIVELY WITH CUSTOMERS AND CO-WORKERS THROUGH WRITTEN AND VERBAL MEDIUMS.
- COMPLETES WORK AND RESPONSIBILITIES IN A TIMELY MANNER.

[01/06/2022] – [01/12/2022]

[COMMUNITY MANAGER], [L'ART RUE ASSOCIATION. TUNISIA]

- MANAGE AND IMPLEMENT SOCIAL MEDIA CAMPAIGNS FOR OUR DIFFERENT SOCIAL MEDIA PLATFORMS.
- PROVIDE ENGAGING TEXT, IMAGE AND VIDEO CONTENT FOR ALL SOCIAL MEDIA AND OFFICIAL WEBSITE.
- MONITOR, TRACK AND REPORT ON FEEDBACK AND ONLINE REVIEWS.
- PARTICIPATED IN IMPLEMENTING THE COMMUNICATION STRATEGY OF 'DREAM CITY' FESTIVAL DURING IT'S 8TH EDITION, WHICH RECEIVED MORE THAN 19.500 VISITORS DURING 10 DAYS OF THE FESTIVAL.
- WORKING WITH MULTINATIONAL ARTISTS, MULTINATIONAL COLLEAGUES.
- COORDINATE WITH THE PRODUCTION TEAM IN ORDER TO ENSURE THE SMOOTH FUNCTION OF WORK.

[01/08/2020] – [15/09/2021]

[MARKETING ASSISTANT], [D.M.K COMPANY]

- COLLABORATE WITH MANAGEMENT TO DEVELOP AND IMPLEMENT AN EFFECTIVE COMMUNICATION STRATEGY BASED ON THE MARKET DEMAND.
- WRITE, EDIT AND DISTRIBUTE CONTENT, INCLUDING PUBLICATIONS, PRESS RELEASES, ANNUAL REPORTS AND OTHER MARKETING MATERIAL THAT COMMUNICATES THE COMPANY'S ACTIVITIES, PRODUCTS/SERVICES.
- SEEK OPPORTUNITIES TO ENHANCE THE REPUTATION OF THE BRAND, AND

COORDINATE PUBLICITY EVENTS AS REQUIRED.

EDUCATION

[2017 – 2020]

[BACHELOR OF JOURNALISM AND SCIENCE OF COMMUNICATION],
[L'ÉCOLE CENTRALE SUPERIEURE PRIVEE DES LETTRES, DES ARTS ET DES
SCIENCES DE LA COMMUNICATION, TUNISIA]

[2016 – 2017]

[SECOND YEAR ENGLISH COMMUNICATION], [INSTITUT SUPERIEUR DES
LANGUES DE TUNIS, TUNISIA]

[2015 – 2016]

[FIRST YEAR ENGLISH COMMUNICATION], [INSTITUT SUPERIEUR DES
LANGUES DE TUNIS, TUNISIA]

[2015]

[PRE UNIVERSITY HIGH SCHOOL DIPLOMA IN LITERATURE], [LYCEE BEN
AROUS, TUNISIA]

CERTIFICATIONS

[22/09/2021] REUTERS ONLINE TRAINING COURSE IN DIGITAL
JOURNALISM

[12/11/2020] MEDIA CRISIS MANAGEMENT CERTIFICATE FROM AL
JAZEERA ELEARNING.

[04/01/2019] TV REPORTING ADVANCED TRAINING COURSE [FROM
THE INTERNATIONAL TUNISIAN ACADEMY.]

LANGUAGES

- ARABIC : MOTHER TONGUE
- FRENCH : EXCELLENT
- ENGLISH : EXCELLENT
- SPANISH : BEGINNER

SKILLS

- MULTILINGUAL
- DETAIL ORIENTED
- MULTITASKING SKILLS
- SENSE OF RESPONSABILITY
- INTERNATIONAL DRIVING LICENSE CATEGORY B
- MS OFFICE (WORD, EXCEL, OUTLOOK, POWERPOINT)